



MEDIATOR SKILLS TRAINING

Presented by

NASD Dispute Resolution, in conjunction with

**The U.S. Bankruptcy Court
Southern District of New York**

and

**The U.S. Bankruptcy Court
Eastern District of New York**

Dates & Details:

Three-day program:

- New York, New York
- March 7th, 8th, and 9th, 2005
- 9:00 a.m. to 5:00 p.m.

Training Location:

United States Bankruptcy Court
Alexander Hamilton Custom House
One Bowling Green
New York, NY 10004-1408

Program Cost:

- \$750.00 must be received by February 21, 2005
- Cost includes continental breakfast and lunch each day, plus program materials.

Reservations are required, limited space available

Course Highlights:

This training program covers all of the essential elements of a quality mediator skills course. It covers the spectrum of dispute resolution methods; ethical issues confronting mediators, and impasse-breaking techniques, plus provides significant role-play opportunities and experienced coaches. Participants will come away with a successful formula for conducting effective caucus-style mediations. The following topics will be covered:

- Practical mediator skills
- Effective negotiation strategies
- Generating creative options
- Information gathering tools
- Relevant role play situations
- Skill-integrating exercises
- Advanced techniques sampler
- Moving beyond positions to focus on interests
- Behavioral and conflict styles
- Strategies for closing the gap
- Collaborative problem-solving
- Communication and gender issues
- Diversity and intercultural issues
- Personal role play coaches
- Practical workbooks with checklists



About the Trainers:

Hesha Abrams has been an attorney for over twenty years, and an active commercial and IP mediator since 1986. She was a pioneer in the mediation field serving on the legislative task force that drafted the landmark Texas ADR law. She has trained thousands of professionals in negotiation, conflict management, mediation skills, and dispute resolution systems design since 1986. Before becoming a mediator, she worked as a trial lawyer handling complex business litigation. Hesha has successfully mediated for thousands of parties and is known for crafting highly creative settlements in very difficult cases. She specializes in IP and highly complex and/or emotionally charged cases. She mediates and trains in experiential models of mediation, conflict resolution, diversity, sexual harassment, team building, partnering and communication skill building. Hesha is a popular and dynamic speaker and is a member of the Texas Bar. She mediates, consults and trains both nationally and internationally.

Jeff Abrams has been an attorney for over twenty-two years, and an active mediator since 1986. Jeff has successfully mediated for hundreds of parties and specializes in trademark cases, commercial litigation, employment and business matters. He was a pioneer in the mediation field, serving on the legislative task force that drafted the landmark Texas ADR law. He has been training attorneys, judges and executives in communication and negotiation, conflict management, mediation skills, and dispute systems design since 1986. Before becoming a mediator, he worked as a trial lawyer handling complex business litigation. He served as founding Editor of the ADR Report, a publication of the Oregon State Bar. Jeff is a frequent and popular speaker on ADR and workplace issues. He is a member of the Oregon and Texas Bars. Jeff was also President and CEO of a national fitness/trucking company. His substantial expertise in both business and law enhances his mediation skill set and enables him to resolve even the most difficult and challenging cases.

Hesha and Jeff drafted the landmark ADR law in the state of Texas, which created a statewide dispute resolution system for civil cases (S.B. 1436, Chapter 154, Texas ADR act).

Visit their web site at: <http://www.abramsmediation.com/>

Reactions from prior training sessions:

Jacob Tanzer, Esq., former Oregon Supreme Court Justice, Portland, OR: *"Your training was perhaps the most effective I have ever received."* Tel. (503) 228-2525

Bob Niemic, Federal Judicial Center, Washington, DC: *"The content of the training, and you, the trainers were absolutely superb. The breadth of your experience as mediators adds dimension to the course... You have given the trainees an excellent foundation for their future roles as mediators or attorneys of parties in mediations."* Tel. (204) 273-4070

Hon. A. Joe Fish, U.S. District Judge, Northern District of Texas: *"You developed an excellent mediation program for this Court. Your assistance as advisors and mediators has been invaluable."* Tel. (214) 767-0774

Marc S. Kirschner, Esq., Jones, Day, Reavis & Pogue: *"Thank you for the outstanding training session you conducted in New York City...I found all the speakers to be dynamic and creative."* Tel. (212) 326-3652

Robert T. Slovak, Esq., Gardere, Wynne, Sewell, LLP: *"I think that your behavioral skill analysis session would be very helpful to other attorneys in their practice."*


Steven Leader, CRE, Realty Advisors, Ltd.: *"Your program is one of the most powerful professional educational sessions I have ever attended. You were insightful, sensitive and motivational. I would take advantage of your services in a heartbeat."*



Enrollment is limited

To ensure your place, full payment must accompany your registration. Make checks payable to NASD Dispute Resolution. To register, please mail a completed registration form and a check covering full payment to:

**Mediation Department/Elizabeth Bowers
NASD Dispute Resolution
One Liberty Plaza, 27th Floor
165 Broadway
New York, NY 10006**

	
Registration Form:	
Mediator Skills Training Program, March 7th, 8th, and 9th, 2005	
Name: _____	
Name for Name Tag: _____	
Organization/Firm: _____	
Address: _____	
Phone: _____	Fax: _____
Any dietary restrictions: _____	
Payment Enclosed: <u>\$750</u>	

If you have any questions or need further assistance, please contact:

**Elizabeth Bowers
NASD Dispute Resolution
Tel: (212) 858-4730 * Fax: (212) 208-7597
Email: elizabeth.bowers@nasd.com**



NASD Dispute Resolution will accommodate persons with disabilities, so please notify us of any special assistance you may need to participate in our program.